RECEPTION CONSOLE

ADMINISTRATION GUIDE

August 2009

Version 6.0

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1 Document Changes

August 10, 2009 – Initial document created.

2 Summary of Changes

This section describes the changes to this document for each release and document version.

2.1 Changes for Release 6.0

This version of the document includes the following changes:

- Added information about Directory Views in section *7 Reception Console Editions* for EV 89928.
- Updated the note in section *8.1 License*.
- This version of the document includes the following changes made in response to EV 67940:
    - Added information about the Reception Console Enterprise, SMB, and Admin editions.
    - Added a comparison of the Reception Console editions in a tabular form.
    - Updated the guide to clearly identify the functionality available in each edition.

3 Introduction

3.1 About This Guide

This guide is designed to provide information about planning, installing and configuring the Reception Console. This document is not intended to supplement or replace the hardware manufacturer's instructions for equipment installation, maintenance and support. This document assumes that Reception Console customers have a clear understanding of the underlying operating system and associated hardware. Customers should also have a working knowledge of the purchased access and network devices of our partner companies.

Reception Console exists in three editions: Enterprise, SMB and Admin. This guide applies to all three editions.

Hardware and software requirements (as well as installation and uninstallation) are common to all three editions. However, service provisioning differs from one edition to the next. Provisioning steps that apply to a particular edition are identified with the edition name. For example, the section describing queue configuration is tagged as follows:

6.5 Configure Queues (Enterprise Edition)

3.2 Overview

Reception Console software is usually deployed from the service provider's website to the end user's desktop.

3.3 Audience

This document is intended for anyone responsible for the deployment and management of Reception Console software. This document is intended for network administrators and systems integrators who install Reception Console software for end-user activities on the softswitch.

4 Reception Console Overview

Reception Console is a carrier class IP Telephony attendant console for Receptionists or telephone attendants who screen inbound calls for enterprises.

Reception Console delivers the following real benefits to users:

- An ergonomic design that follows the natural work "flow" of a call from the top to the bottom of the screen.
- Improved business processes as only valid options are presented to the attendant.
- Professional call handling as critical information is available in "real time".
- Accurate delivery of messages via a one step process when people are unavailable.
- Integration with SIP based softswitch.

Reception Console is an intuitive attendant console that manages high volume call distribution for front-desk operators through remote control of their desk phone. In addition, to integrated contact status, it has many other features that include call statistics and integration into enterprise-level repositories and services.

Reception Console is available in three editions: Enterprise, SMB, and Admin. Each is tailored to the specific needs of its targeted sector. Each edition also requires a separate license. Section *7 Reception Console Auto* Upgrade

When a Reception Console session is started, it automatically checks to see if a newer version is available. If a newer version is detected, the upgrade process is launched. This section describes the process.

1) Launch Reception Console from the Start menu.

Figure 6 Start Reception Console

2) If a newer version exists, a wizard is launched to locate and download the application. Click **Next** to start the process.

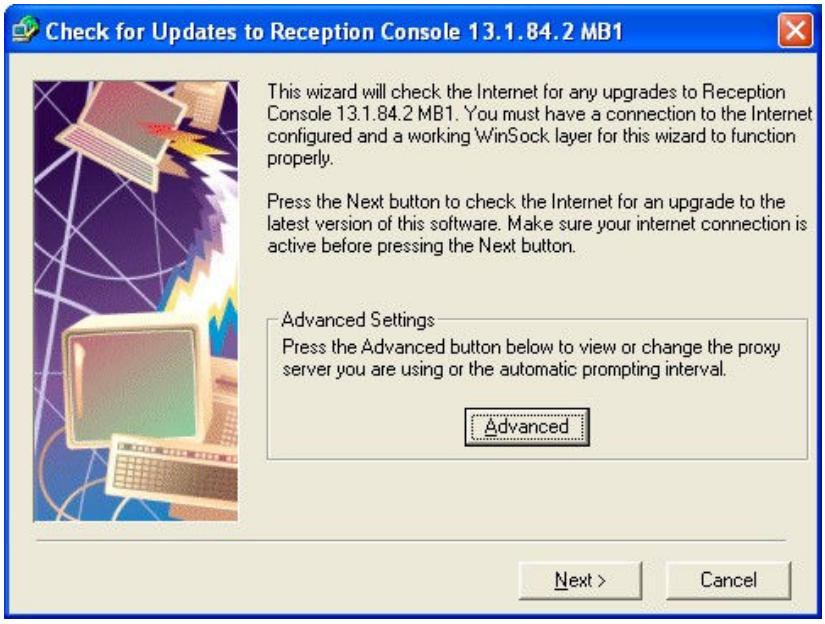
Check for Updates to Reception Console 13.1.84.2 MB1
This wizard will check the Internet for any upgrades to Reception Console 13.1.84.2 MB1. You must have a connection to the Internet configured and a working WinSock layer for this wizard to function properly.
Press the Next button to check the Internet for an upgrade to the latest version of this software. Make sure your internet connection is active before pressing the Next button.
Advanced Settings
Press the Advanced button below to view or change the proxy server you are using or the automatic prompting interval.
Advanced
Next >
Cancel

Figure 7 Reception Console Check for Updates

3) Click **Next** to begin downloading the new application. Once the download completes, the new version installer is automatically started and an upgrade process takes place.

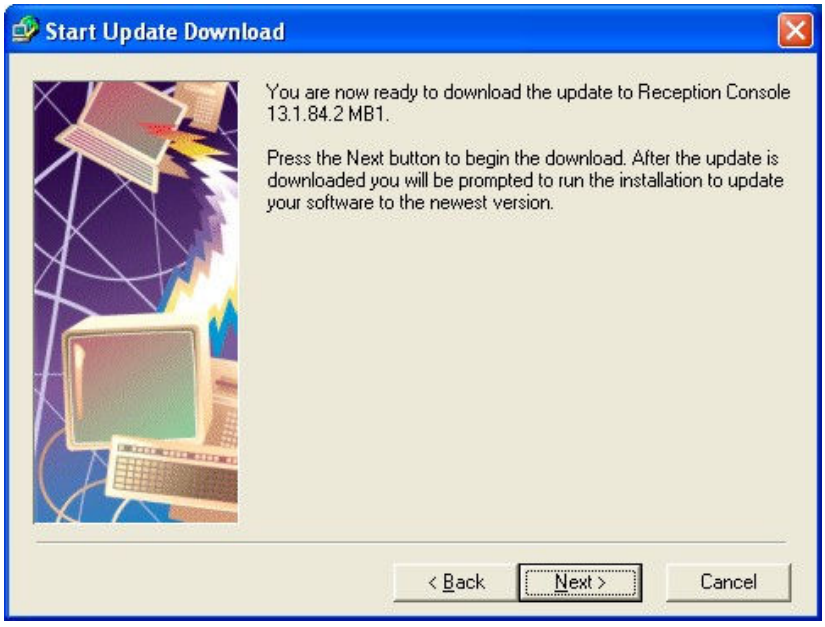
Start Update Download
You are now ready to download the update to Reception Console 13.1.84.2 MB1.
Press the Next button to begin the download. After the update is downloaded you will be prompted to run the installation to update your software to the newest version.
< Back
Next >
Cancel

Figure 8 Reception Console Start Update Download

4) When the download is complete, click **Finish** to start the installation process. The installation will then proceed as described in section 6.2 above.

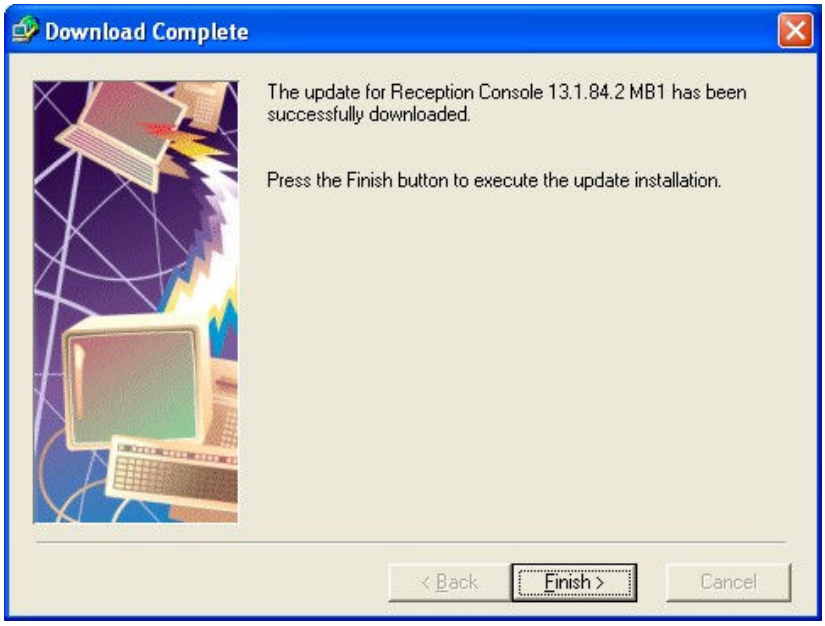
Download Complete
The update for Reception Console 13.1.84.2 MB1 has been successfully downloaded.
Press the Finish button to execute the update installation.
< Back
Finish >
Cancel

Figure 9 Reception Console Download Complete

5) To verify the installation, start Reception Console. Upon start up, the application checks the Java Runtime Environment version running on the PC for compatibility. If the version is incompatible, the following window appears.

Figure 10 Reception Console Java Check

6) Click **OK.** A browser window pointing to Java.com will appear, with a Free Java Download prompt. Click on the prompt and follow the instructions. After download and installation, Reception Console should run properly. Start the application again to verify.

Reception Console Editions specifies the functionality of each edition.

5 Hardware and Software Requirements

The requirements listed here are the minimum requirements for proper Reception Console behavior. It is strongly recommended that computer systems intending to run Reception Console have capabilities that exceed these.

5.1 Operating System

Reception Console is deployed on the Microsoft Windows platform.

5.2 Hardware Requirements

Microsoft Windows Platform

The hardware requirements for Microsoft Windows platform include:

- 1.2 GHz or higher, Pentium 3, or compatible CPU
- 512 MB of RAM recommended minimum (more memory generally improves performance)
- 60 MB available hard disk space
- Video Graphics Card with minimum of 8 MB RAM
- Super VGA Monitor (15" or larger)
- 800 x 600 screen resolution minimum (1024 x 768 is recommended)
- TCP/IP connectivity to the softswitch as designated by service provider (default port is 2208):

5.3 Software Requirements

The software requirements include:

- Windows 2000 with SP4 (or higher), Windows XP or Windows Vista
- Windows Installer 2.0
- Sun Microsystems Java 2 Standard Edition (J2SE) Runtime Edition Versions:
  - Java 5 Update 11 (or higher maintenance releases) or Java 6 Update 2 (or higher maintenance releases)
- Internet Explorer 6.x or Internet Explorer 7.x (not compatible with IE 8.x)

> **IMPORTANT NOTE: Reception Console is not compatible with Internet Explorer 8.0 or higher.**

5.4 Platform Requirements

The platform requirements include:

- For installation, a Windows user account with administrative rights.
- For post installation, a Windows user account with the following rights are required:
  - Registry **HKEY_LOCAL_MACHINE** hive

  - Read
  - Enumerate
  - Query
- Registry **HKEY_CURRENT_USER** hive
  - Full Access
- Reception Console install Directory
  (Default **C:\Program Files\Reception Console**)
- Write
- Read
- Execute

5.5 Interoperable Phones

Support of 3rd Party Call Control (3PCC) techniques is required for support of Computer Telephony Integration (CTI) functionality. Thus, it is critical that phones comply with the Advanced Call Control (ACC) specification. Ensure the phone model and firmware used is supported by the service provider.

Phone Model	Advanced Call Control Support	Call Appearances
Linksys 942/962	X	4
Polycom 301/501/550	X	2
Polycom 601/650/670	X	6

6 Installation

6.1 Operating System Installation

As previously mentioned, Reception Console is supported on Windows XP/Vista. In Addition, Reception Console may work with Windows 2000 and Windows 2003 editions (32-bit or 64-bit). However, Reception Console has not been tested or certified for use on Windows 2000 or Windows 2003 editions. For information on the operating system, see section *5 Hardware and Software Requirements*.

6.2 Install Reception Console

A typical installation of Reception Console is depicted in the following diagrams. This illustrates a standard windowed installer (non-silent) wizard:

1) Double-click on the **Reception Console Installation** executable.

   The first page of the Installation Wizard appears.

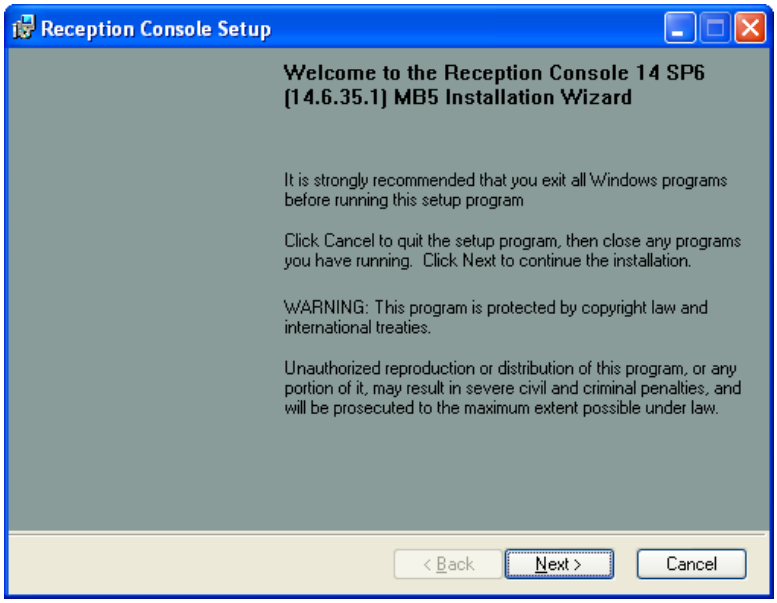
Reception Console Setup
Welcome to the Reception Console 14 SP6 (14.6.35.1) MB5 Installation Wizard
It is strongly recommended that you exit all Windows programs before running this setup program
Click Cancel to quit the setup program, then close any programs you have running. Click Next to continue the installation.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
< Back
Next >
Cancel

Figure 1 Reception Console Installation Wizard – Page 1

2) Click **Next**.

The second page of the Installation Wizard appears.

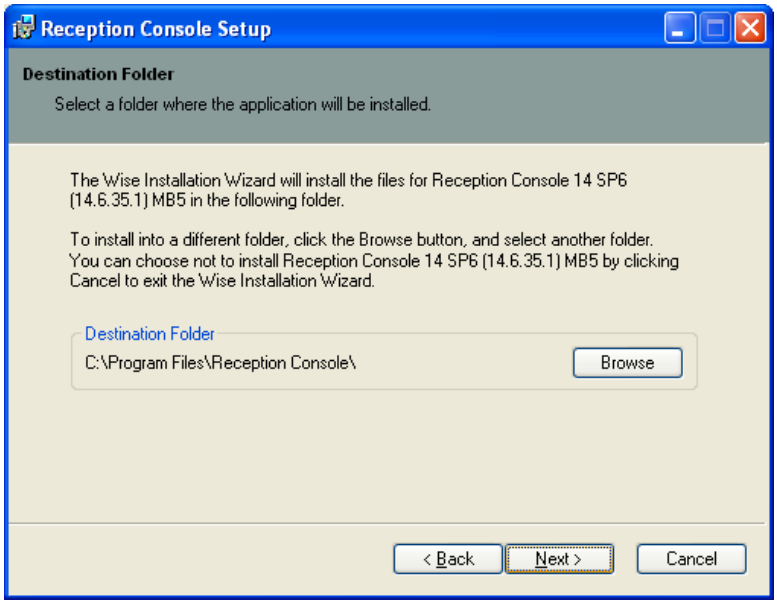
Reception Console Setup
Destination Folder
Select a folder where the application will be installed.
The Wise Installation Wizard will install the files for Reception Console 14 SP6 (14.6.35.1) MB5 in the following folder.
To install into a different folder, click the Browse button, and select another folder.
You can choose not to install Reception Console 14 SP6 (14.6.35.1) MB5 by clicking Cancel to exit the Wise Installation Wizard.
Destination Folder
C:\Program Files\Reception Console\
Browse
< Back
Next >
Cancel

Figure 2 Reception Console Installation Wizard – Page 2

3) Click **Next** to accept default value at the **Destination Folder** screen.

The third page of the Installation Wizard appears.

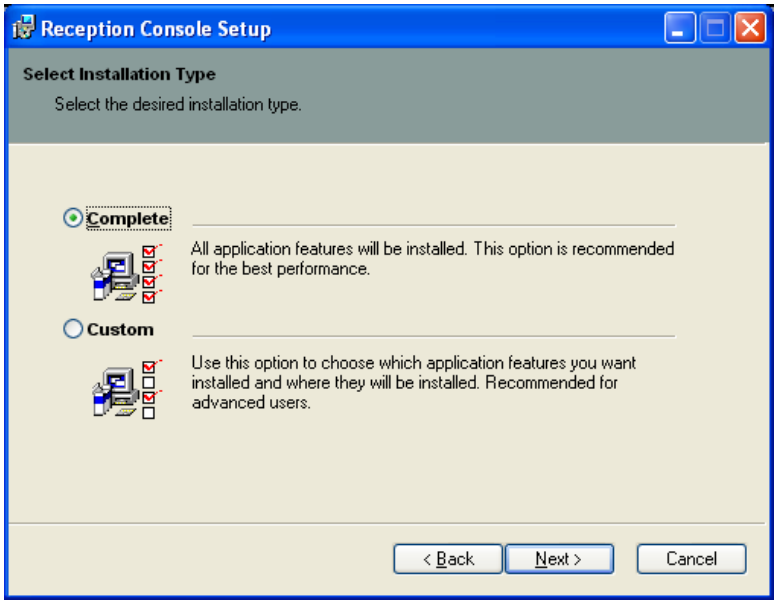
Reception Console Setup
Select Installation Type
Select the desired installation type.
Complete
All application features will be installed. This option is recommended for the best performance.
Custom
Use this option to choose which application features you want installed and where they will be installed. Recommended for advanced users.
< Back
Next >
Cancel

Figure 3 Reception Console Installation Wizard – Page 3

4) Verify the **Complete** installation type is selected and click **Next**.

The fourth page of the Installation Wizard appears.

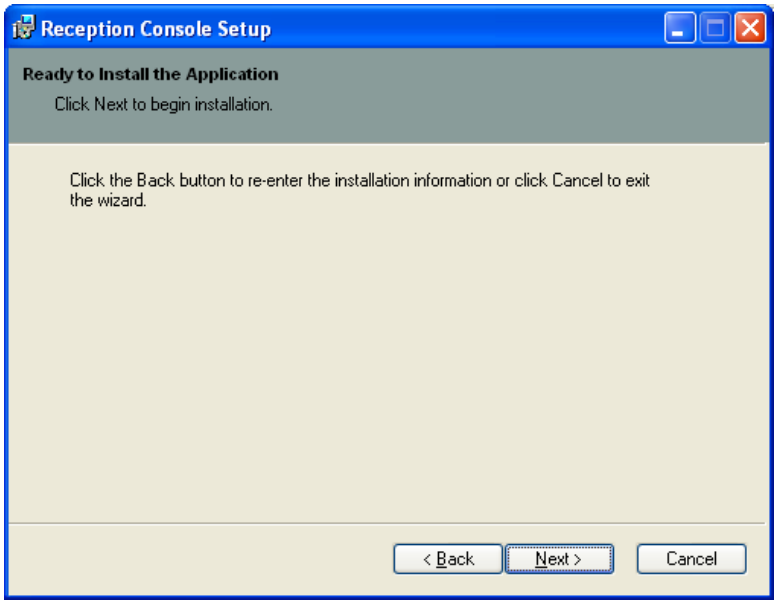
Reception Console Setup
Ready to Install the Application
Click Next to begin installation.
Click the Back button to re-enter the installation information or click Cancel to exit the wizard.
< Back
Next >
Cancel

Figure 4 Reception Console Installation Wizard – Page 4

5) Click **Next** at the **Ready to Install the Application** screen.

The fifth page of the Installation Wizard appears.

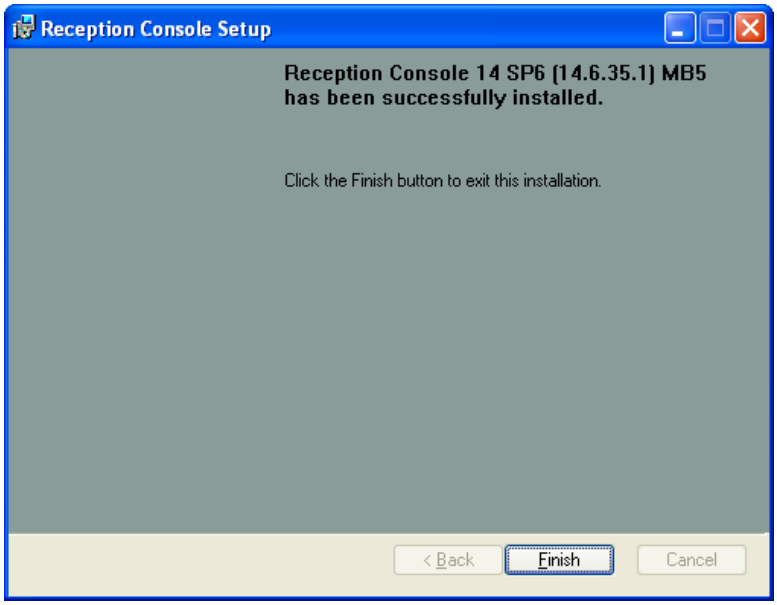
Reception Console Setup
Reception Console 14 SP6 (14.6.35.1) MB5 has been successfully installed.
Click the Finish button to exit this installation.
< Back
Finish
Cancel

Figure 5 Reception Console Installation Wizard – Page 5

6) Click **Finish**. The installation is complete.

6.3 Start Reception Console

Navigate to the Start menu followed by All Programs, Reception Console and click the Reception Console shortcut.

6.4 Reception Console Auto Upgrade

When a Reception Console session is started, it automatically checks to see if a newer version is available. If a newer version is detected, the upgrade process is launched. This section describes the process.

7) Launch Reception Console from the Start menu.

Figure 6 Start Reception Console

8) If a newer version exists, a wizard is launched to locate and download the application. Click **Next** to start the process.

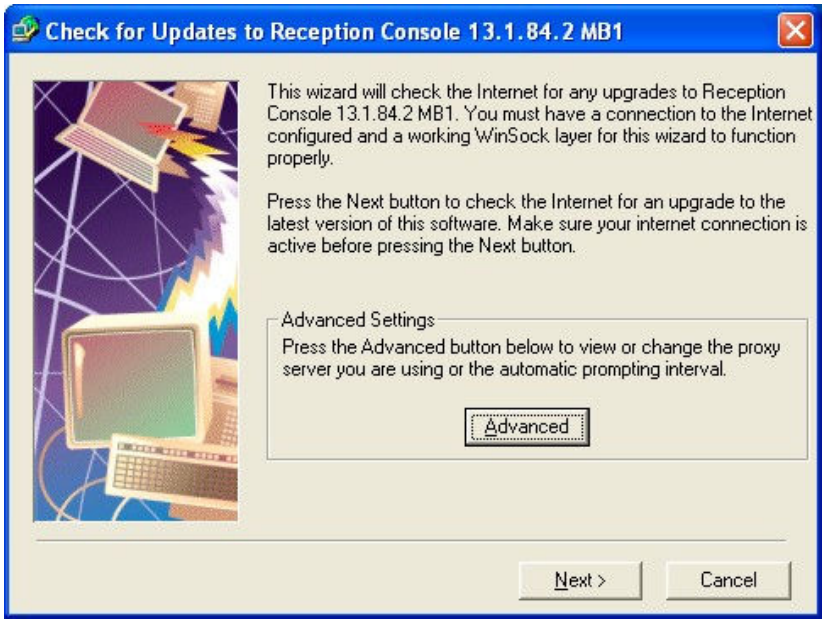
Check for Updates to Reception Console 13.1.84.2 MB1
This wizard will check the Internet for any upgrades to Reception Console 13.1.84.2 MB1. You must have a connection to the Internet configured and a working WinSock layer for this wizard to function properly.
Press the Next button to check the Internet for an upgrade to the latest version of this software. Make sure your internet connection is active before pressing the Next button.
Advanced Settings
Press the Advanced button below to view or change the proxy server you are using or the automatic prompting interval.
Advanced
Next >
Cancel

Figure 7 Reception Console Check for Updates

9) Click **Next** to begin downloading the new application. Once the download completes, the new version installer is automatically started and an upgrade process takes place.

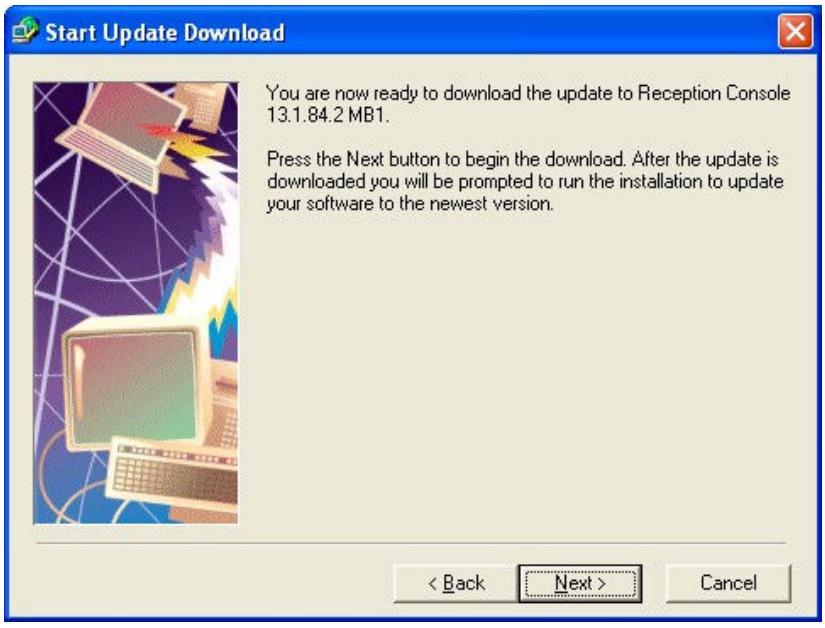
Start Update Download
You are now ready to download the update to Reception Console 13.1.84.2 MB1.
Press the Next button to begin the download. After the update is downloaded you will be prompted to run the installation to update your software to the newest version.
< Back
Next >
Cancel

Figure 8 Reception Console Start Update Download

10) When the download is complete, click **Finish** to start the installation process. The installation will then proceed as described in section 6.2 above.

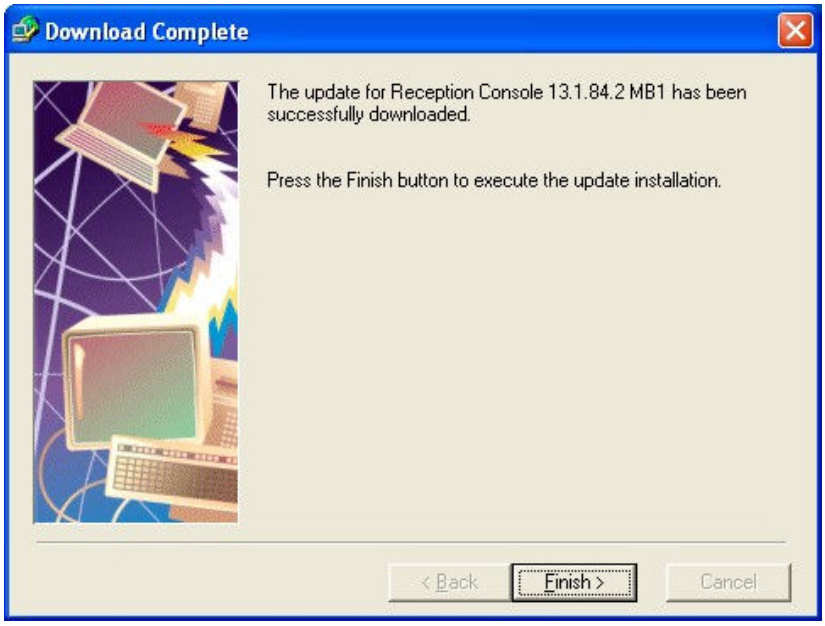
Download Complete
The update for Reception Console 13.1.84.2 MB1 has been successfully downloaded.
Press the Finish button to execute the update installation.
< Back
Finish >
Cancel

Figure 9 Reception Console Download Complete

11) To verify the installation, start Reception Console. Upon start up, the application checks the Java Runtime Environment version running on the PC for compatibility. If the version is incompatible, the following window appears.

Figure 10 Reception Console Java Check

12) Click **OK**. A browser window pointing to Java.com will appear, with a Free Java Download prompt. Click on the prompt and follow the instructions. After download and installation, Reception Console should run properly. Start the application again to verify.

7 Reception Console Editions

Reception Console exists in three editions: Enterprise, SMB and Admin (with each edition tailored to the specific needs of its target users).

Table 1 lists the features available in each edition of Reception Console.

Feature/Capability	Enterprise	SMB	Admin
Call Routing			
Call Control – Dial Other	✓	✓	✓
Call Control – Dial Directories/Call Logs	✓	✓	✓
Call Control – Accept	✓	✓	✓
Call Control – Hold	✓	✓	✓
Call Control – End	✓	✓	✓
Call Control – Blind Transfer	✓	✓	✓
Call Control – Consult Transfer	✓	✓	✓
Call Control – Three-Way Call Conferencing	✓	✓	✓
Call Control – Voice Mail Dial/Transfer	✓	✓	✓
Multi-Call Management	✓	✓	✓
Last Redirected Support	✓		
Directed Call Pickup	✓	✓	✓
Group Call Park	✓		
Busy Camp On (Client-based)	✓		
Recall Identification	✓	✓	✓
Operator Barge-in	✓	✓	✓
Day/Night Mode	✓	✓	
Queuing			
Queue Join/Unjoin	✓		
Queue Monitoring	✓		
Queue Manipulation	✓		
Queue Distribution	✓		
Queue Logs	✓		
Call Center Integration	✓		

Feature/Capability	Enterprise	SMB	Admin
Network			
Auto Network Sensing	✓	✓	✓
Auto Connect on Startup	✓	✓	✓
Hibernation Support	✓	✓	✓
Multiple Instance Support	✓	✓	✓
Keep Alive	✓	✓	✓
Usability			
Caller ID	✓	✓	✓
Callee ID	✓	✓	✓
Switchboard	✓	✓	✓
Drag and Drop	✓	✓	✓
Company Notes	✓		
Company Profile	✓		
Keyboard Shortcuts	✓	✓	✓
Customizable Panel Sizes	✓	✓	✓
Touch Screen Support	✓		
Repositories			
Group/Enterprise Directory	✓ (Monitoring limited to 200 static and up to 100 dynamic users[1] enterprise-wide)	✓ (Monitoring limited to 30 static users enterprise-wide)	✓ (Monitoring limited to eight static users group-wide)
Monitored Contacts Directory	✓	✓	✓
Custom Contact Directories	✓		
Personal Directory	✓	✓	✓
Speed Dial 8/100	✓	✓	✓
Outlook Integration	✓		
Call History (with delete)	✓	✓	✓
Contact Notes	✓		
Enhanced Contact Status	✓	✓	✓

Feature/Capability	Enterprise	SMB	Admin
Large Repository Support (40,000 contacts)	✓		
Directory View			
List	✓	✓	✓
Details	✓ (+Switching between views)		
Integration			
Windows	✓	✓	✓
Softswitch Integration	✓	✓	✓
Customization			
Themes	✓	✓	✓
Pre-bundled Languages (7)	✓	✓	✓
Localization Support	✓	✓	✓
Feature Restrictions	✓	✓	✓
Deployment			
Auto Update Checks	✓	✓	✓
Requires Java Runtime	✓	✓	✓
ToolTips	✓	✓	✓

Table 1 Reception Console Features

8 Service Provisioning

8.1 License

Reception Console is licensed based on a per-user license. It has three editions, and each has a separate license (Enterprise, SMB and Admin).

Before running Reception Console, log into the web portal and assign the necessary services to the appropriate user requiring Reception Console access.

To provision Reception Console:

1) Log into the web portal using a service provider administrator or group administrator.

2) Assign the following required services to the appropriate user depending on the Reception Console license you have.

Reception Console License	User Service
Reception Console – Enterprise	Receptionist - Enterprise
Reception Console – SMB	Receptionist - Small Business
Reception Console – Admin	Receptionist - Office

NOTE: There are adjunct licenses that may need to be assigned to provide full Reception Console functionality. Furthermore the Call Park and Call Center group services are required for the **Enterprise Edition**. For more information on Call Center queue integration see section *8.3 Configure Queues (Enterprise Edition)*.

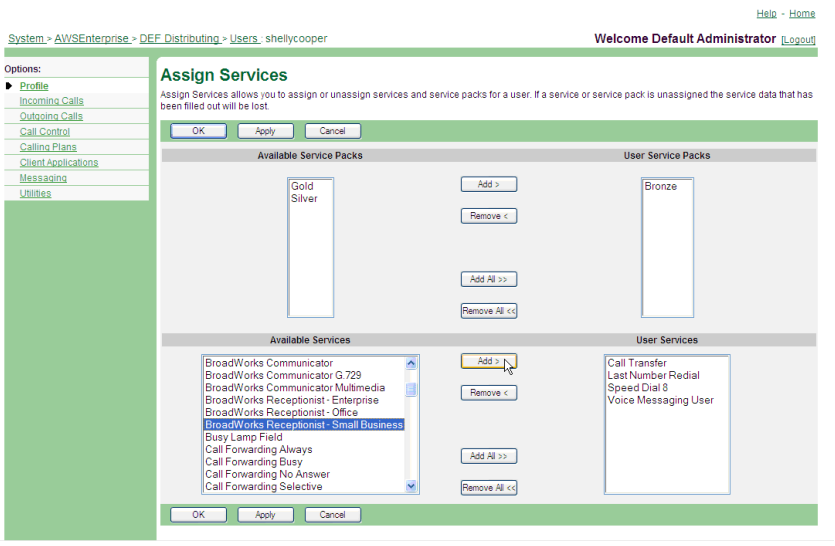

Figure 11 User – Assign Services

8.2 Service Configuration

Each Reception Console license varies in its support for contact monitoring. The following table describes the capabilities:

License	Contact Directory Scope	Static Monitored Users	Dynamic Monitored Users
Reception Console – Enterprise	Enterprise	Maximum 200 (configurable up to 1,000)	Maximum 100
Reception Console – SMB	Enterprise	Maximum 30	Not applicable
Reception Console – Admin	Group	Maximum 8	Not applicable

The default monitoring style in Reception Console uses dynamic monitoring. However, if you wish to constantly monitor the status of a particular set of users (static monitoring); you must make sure that all contacts you wish the operator to monitor are in the *Monitored Users* list box with respect to the licensing limitations described in the table above. Following are examples of each license page:

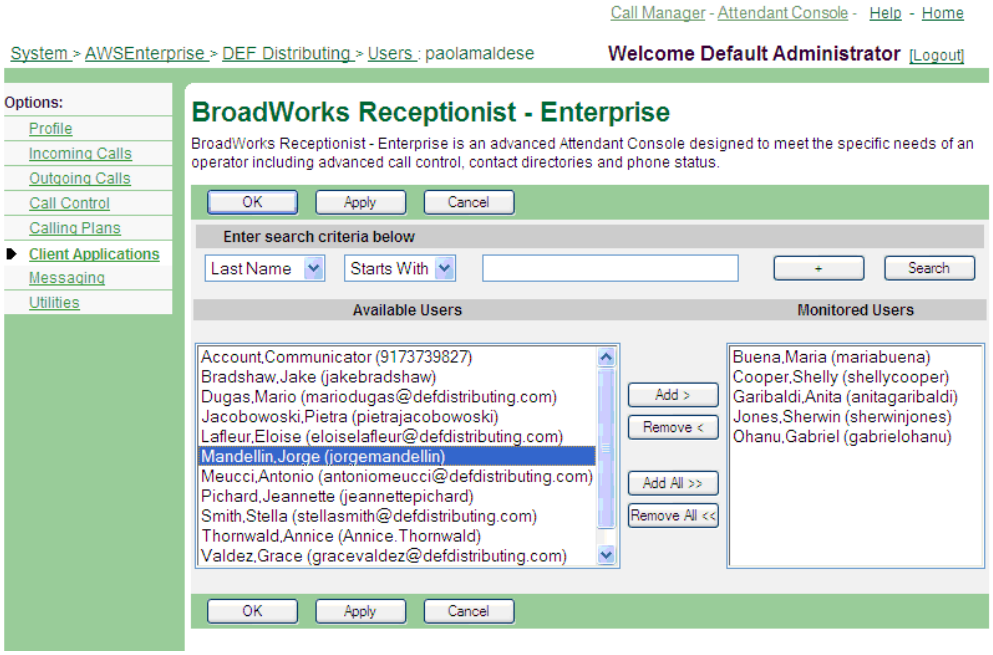

Figure 12 User – Reception Console – Enterprise

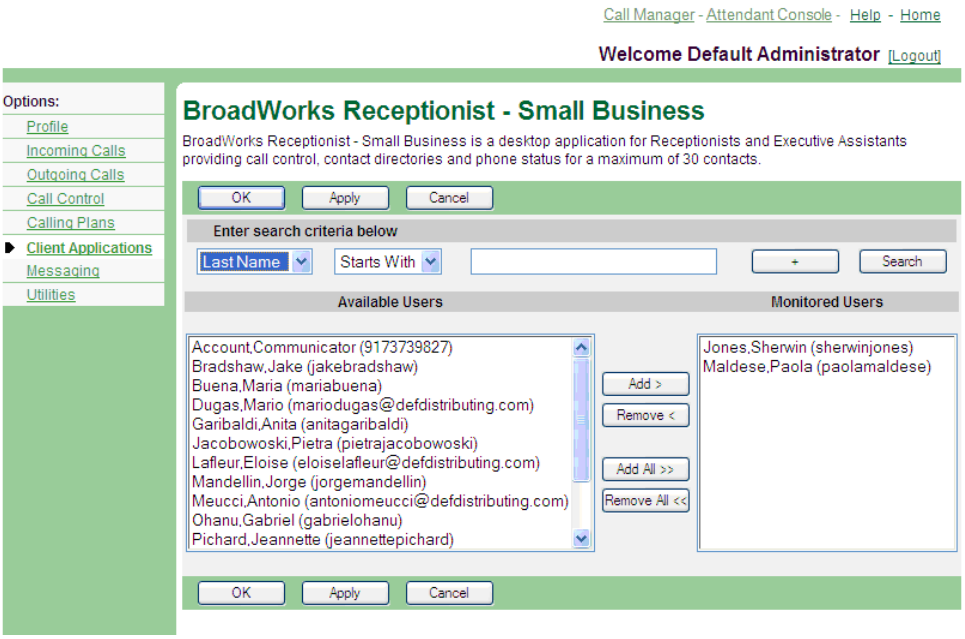

Figure 13 User – Reception Console –SMB

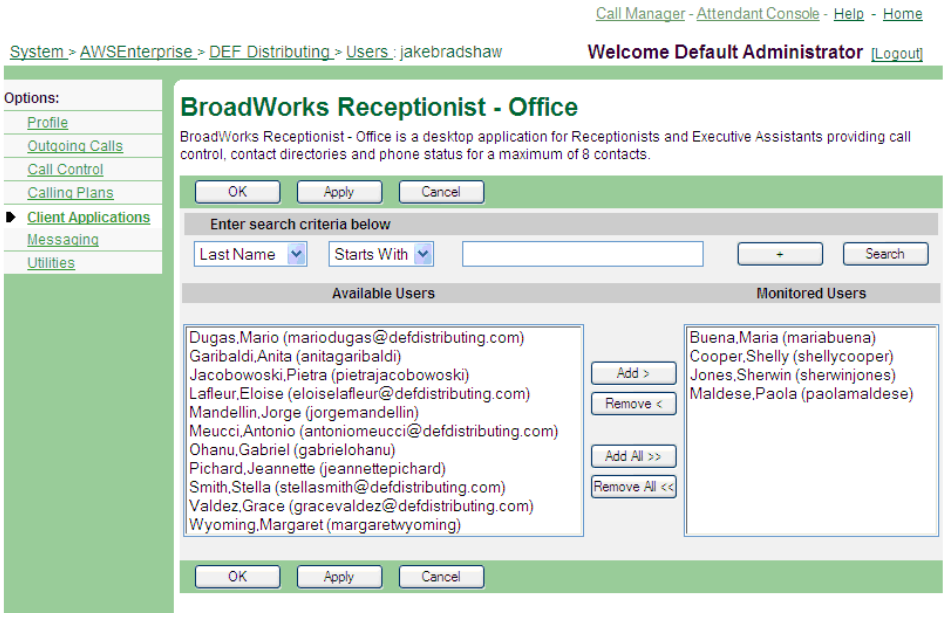

Figure 14 User – Reception Console – Admin

Make sure that all contacts you wish the operator to monitor are in the *Monitored Users* list box. All other contacts that are in the *Unassigned Users* list box have their monitoring status handled dynamically in Reception Console.

8.3 Configure Queues (Enterprise Edition)

NOTE: Queues are configured at the group level but are accessible only to users with Reception Console Enterprise edition.

1) To access queues from Reception Console, assign the Call Center service to your group.
2) If the Call Center service is assigned, navigate to the *Group – Call Center Profile* page.

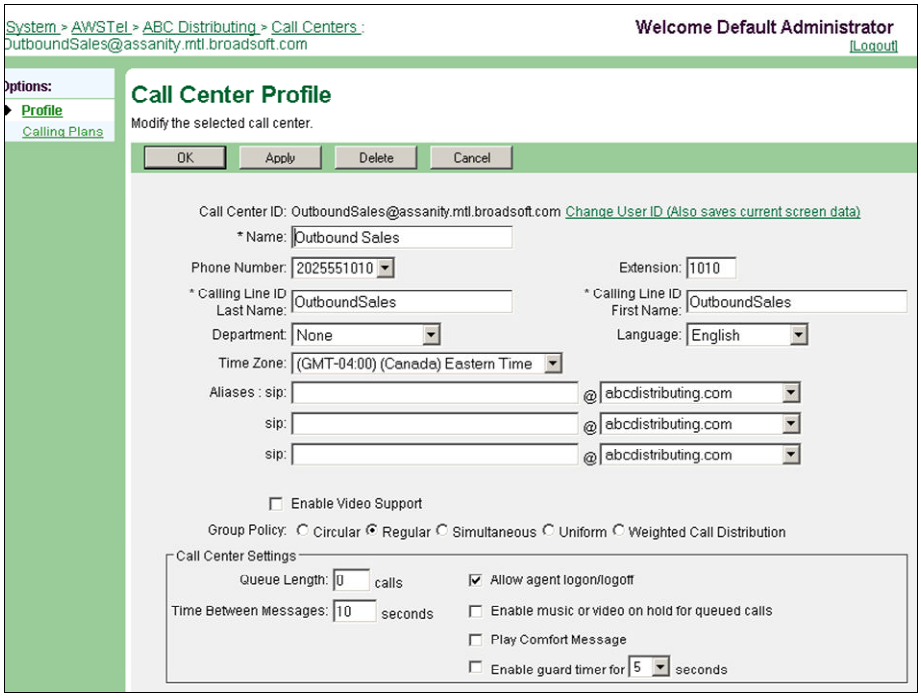

Figure 15 Group – Call Center

- Make sure that each of the Call Centers has a check mark in the *Allow agent logon/logoff* check box (repeat this step for each Call Center).
- Assign the users to be members of this Call Center (these are the Reception Console licensees).

3) Navigate to the *Call Center – Assign Services* page.

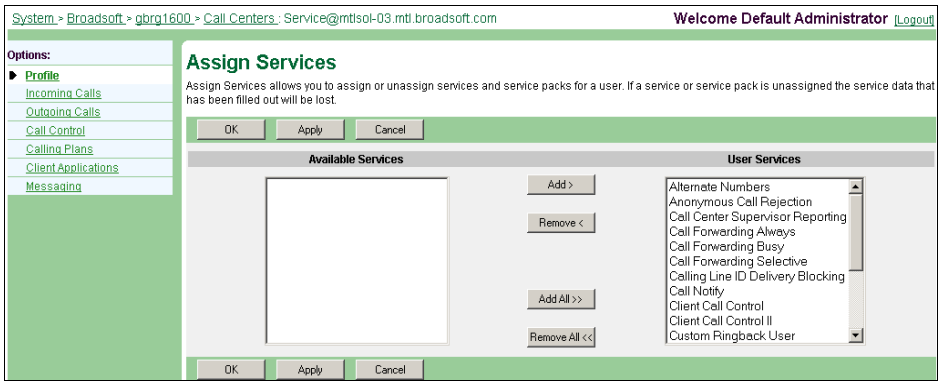

Figure 16 Call Center – Assign Client Call Control Service

Assign Client Call Control service (and any other services you want the Call Center to have, such as Voice Messaging User service).

NOTE: The previous step is necessary for queue monitoring information to be sent to Reception Console.

4) To save your changes and display the previous page, click **OK**.

5) To exit without saving, select another page or click **Cancel** to display the previous page.

NOTE: The appropriate services in *Step 3* must be assigned to the operator; otherwise, Reception Console cannot be used.

9 Uninstallation

The following figures show a typical uninstallation of Reception Console.

1) Click **Start**. Navigate to *Control Panel* from the list and select *Control Panel*.

Figure 17 Start Drop-down List – Control Panel Button

2) In the dialog box, click **Add or Remove Programs**.

Figure 18 Add or Remove Programs Button

3) Scroll down the list until Reception Console is visible.

4) Click **Remove**.

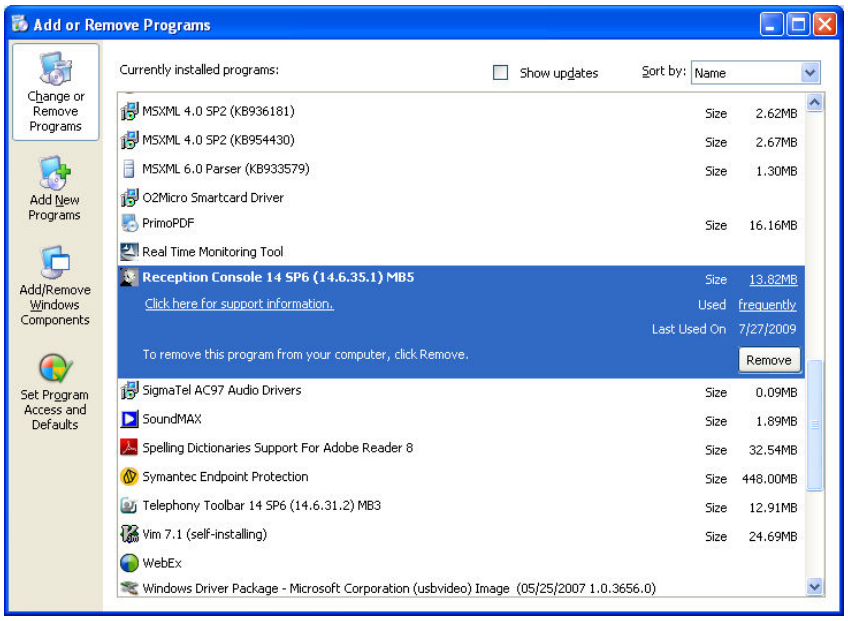
Add or Remove Programs
Change or Remove Programs
Add New Programs
Add/Remove Windows Components
Set Program Access and Defaults
Currently installed programs:
Show updates
Sort by: Name
MSXML 4.0 SP2 (KB936181) Size 2.62MB
MSXML 4.0 SP2 (KB954430) Size 2.67MB
MSXML 6.0 Parser (KB933579) Size 1.30MB
O2Micro Smartcard Driver
PrimoPDF Size 16.16MB
Real Time Monitoring Tool
Reception Console 14 SP6 (14.6.35.1) MB5 Size 13.82MB
Click here for support information. Used frequently
Last Used On 7/27/2009
To remove this program from your computer, click Remove.
Remove
SigmaTel AC97 Audio Drivers Size 0.09MB
SoundMAX Size 1.89MB
Spelling Dictionaries Support For Adobe Reader 8 Size 32.54MB
Symantec Endpoint Protection Size 448.00MB
Telephony Toolbar 14 SP6 (14.6.31.2) MB3 Size 12.91MB
Vim 7.1 (self-installing) Size 24.69MB
WebEx
Windows Driver Package - Microsoft Corporation (usbvideo) Image (05/25/2007 1.0.3656.0)

Figure 19 Remove Reception Console

5) A dialog box appears to confirm that you want to remove the program.

6) Click **Yes**.

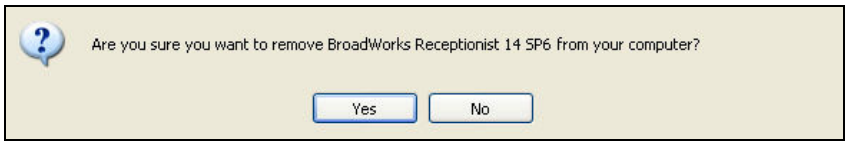

Figure 20 Add or Remove Programs Dialog Box

NOTE: Reception Console only uninstalls items that are known to the installer. Anything created independently of the installer post installation is not removed. User-defined settings such as logs and Hive Key Current User (HKCU) information remain on your computer. This is because administrative privileges are required for uninstalling and may not correlate to the logged in user. In addition, it is desirable to retain certain user settings during upgrades. Therefore, some settings remain after removal if Reception Console is reinstalled.

9.1 Complete Removal of Reception Console

To completely remove the settings and logs (created by the application) that are not part of the original installation, follow the additional optional steps:

WARNING: This method shows you how to correctly modify the registry. If you modify the registry incorrectly, serious problems cam occur. Back up the registry before you modify it, so that you can restore the registry if a problem occurs.

1) Click **Start** and select *Run* from the list.

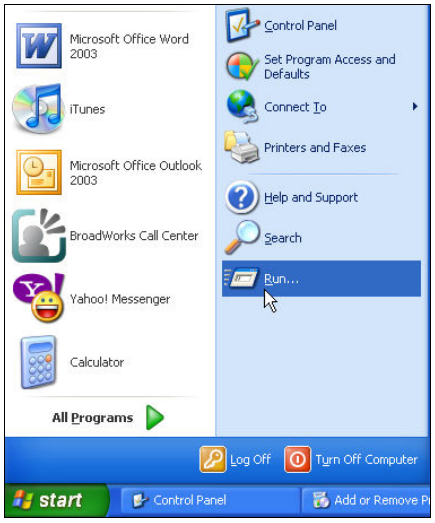

Figure 21 Start Drop-down List – Run Button

2) In the *Open* text box type "Regedit" and click **OK**.

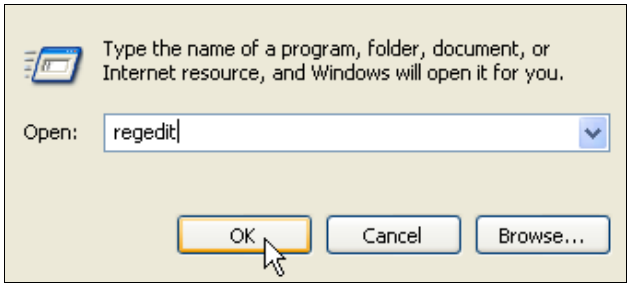

Figure 22 Run Dialog Box

3) In the Registry Editor click the expand button and navigate to *HKEY_CURRENT_USER\Software\BroadSoft\BW Receptionist.*

4) Right-click the folder and select *Delete* from the drop-down list.

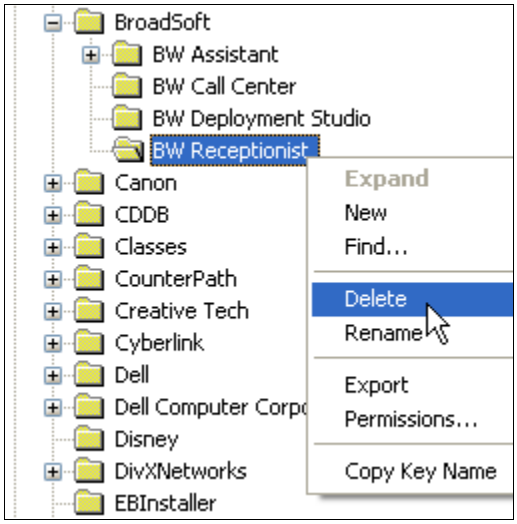

Figure 23 Registry Editor Drop-down List

5) Click **Start,** and then **My Computer**. Select the *C Drive* folder, and then *Documents and Settings*. Click the user who is currently logged on.

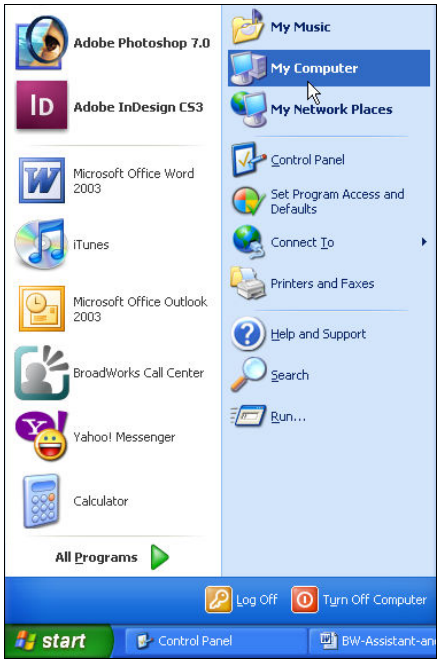

Figure 24 Start Drop-down List – My Computer Button

6) If hidden folders are not visible, from the top menu select *Tools,* and then *Folder options*.

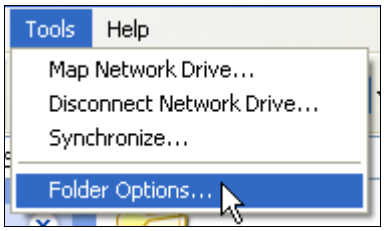

Figure 25 Tools – Folder Options

7) Click on the *View* tab. Under *Hidden files and folders,* click *Show hidden files and folders,* and then **OK**.

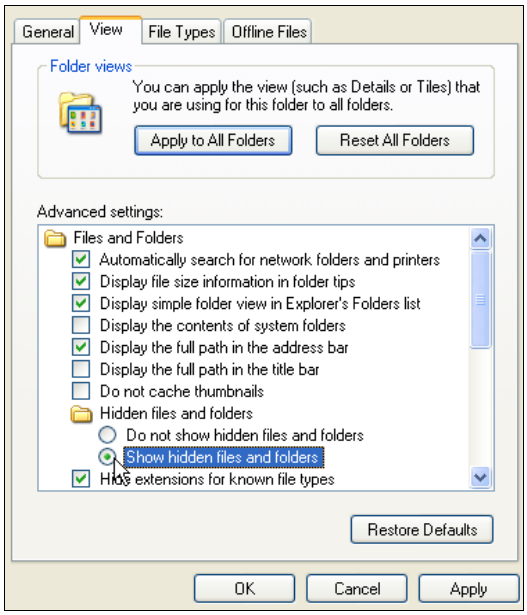
General
View
File Types
Offline Files
Folder views
You can apply the view (such as Details or Tiles) that you are using for this folder to all folders.
Apply to All Folders
Reset All Folders
Advanced settings:
Files and Folders
Automatically search for network folders and printers
Display file size information in folder tips
Display simple folder view in Explorer's Folders list
Display the contents of system folders
Display the full path in the address bar
Display the full path in the title bar
Do not cache thumbnails
Hidden files and folders
Do not show hidden files and folders
Show hidden files and folders
Restore Defaults
OK
Cancel
Apply

Figure 26 Folder Options – View Tab

8) Open the *Application Data* folder and click the *Reception Console* folder. Right-click the folder, and then select *Delete* from the list.

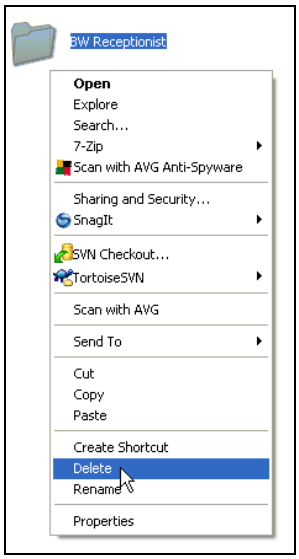

Figure 27 Reception Console Drop-down List

10 Operational Scenarios

You can use Reception Console in a number of different operational scenarios. Additional services need to be assigned and configured to support these scenarios and provide a strategy that would complement the usage category and still provide a level of freedom between the softswitch and the Reception Console software. Common operational scenarios and recommended configurations include:

Scenario	Description	Solution
After Hours	Allows operators to automate switching from day/night mode and also configure options such as Call Forwarding and Voice Mail after business hours.	Use the day/night mode in the *Options* tab to select night mode options. Reception Console automatically handles context switching between day and night operational modes during login/logoff.
High Traffic	More than one attendant Console managing multiple dedicated mainline numbers.	For each mainline dedicated number, configure a Hunt Group consisting of all Reception Console users (or operator numbers). This allows incoming calls to be directed to the next available Reception Console in high volume overflow situations.
Hot-Desk (Hoteling)	Allow multiple part-time operators to share a single logon in sequence when they change shifts. (Note that licensing does not support simultaneous logons.)	Operators can log in according to the sequence based on rosters from single or geographically disbursed locations, using the same login credentials. Concurrent logons simply logoff current sessions.
Low Traffic	Single Reception Console answering one or more dedicated mainline numbers.	Configure all dedicated mainline numbers to Call Forward All to the Reception Console user (or operator numbers). Additionally you may setup Call Forward Busy and Call Forward No Answer to redirect calls to an alternative destination to cover an overflow situation.
Multi-Tenanted or Executive Offices	One or more operators answering calls on behalf of different organizations. Typically there is a dedicated mainline number for each organization and the operator greets the caller based on the number.	Create a mainline (or several mainline) Direct Inward Dialing (DIDs) for each organization and set each line to use the Call Forward Always service, redirecting the mainline DID to the number set for the Reception Console user (or operator numbers). The *Call To* field now displays each organization's mainline number for inbound calls.
Network Attendant Console	Geographically dispersed operators supporting each other in an enterprise configuration. Calls that cannot be handled at one location for any reason are answered at the other.	Use a combination of the Hunt Group, Call Forwarding Busy, and Call Forwarding No Answer services to either handle overflow or simply redirect calls from one Reception Console user (or operator numbers) to another.

Scenario	Description	Solution
Queued Reception Console (Agent) Pool	Alternative high traffic solution that allows maximum flexibility by integrating fully with Call Center service.	Use a combination of Auto Attendant and Call Center(s), to front end traffic to a Reception Console pool acting as agents for inbound traffic distribution. Additional services maybe assigned to Call Center to handle overflow such as Voice Messaging User.
Optional Voice Mail User	Operator has the added ability to transfer calls to voice mail for contacts in a group/enterprise that are busy or unavailable.	The Voice Messaging User service must be set assigned for any user in a group so the Voice Mail Call option is enabled in Reception Console.